



STATE OF MICHIGAN

**FAMILY INDEPENDENCE AGENCY  
DEPARTMENT OF HUMAN SERVICES  
LANSING  
WAYNE COUNTY**

JENNIFER M. GRANHOLM  
GOVERNOR

MARIANNE UDOW  
DIRECTOR

**12/28/05**

Dear Prospective Contractor:

This Request for Quotation (RFQ) for the purchase of Parent Education Group services originates with the Wayne office of the Department of Human Services (DHS). A preproposal conference to address questions and clarify information is scheduled for Wednesday, January 18, 2006 at 2:00 P. M. at 3040 W. Grand Blvd, Room L-150, Detroit, MI 48202. Bidder attendance at this conference is not required for a bid to be given consideration, however, it is strongly recommended. A description of the services to be provided is included within the RFQ package.

**Payment Terms**

The Unit Rate payment method will be used by DHS to reimburse the cost of providing identified services

The Actual Cost Rate payment method will be used by DHS to reimburse the cost of providing refreshments, incentives and supplies.

**Contract Terms and Amount**

DHS will not repeat this request for quotation for approximately three (3) years. A contract for the period March 1, 2006 through September 30, 2008 may be awarded. The contract amount for the first year (March 1, 2006 through September 30, 2006) will be prorated based on the remaining months of the fiscal year. A possible 4<sup>th</sup> year extension may be offered at the discretion of DHS. The annual maximum bid may not exceed \$69,000.00. Bids that exceed the maximum annual dollar amount indicated in the RFQ package will not be considered for award. The contract amount for subsequent years will be dependent on DHS availability of funds and service needs. The established price per unit of service will be in effect for the entire period of the contract.

Awards made as a result of this RFQ will require execution of a contract with DHS. The contract will contain standard non-negotiable General Provisions. A copy of the General Provisions is available upon request.

**Rating**

All proposals will be evaluated on the basis of rating criteria identified in the RFQ. Contracts will be awarded using a two-step process linking price and quality. The most recent audit of each bidder may be reviewed by DHS to determine the bidder's fiscal viability. At its discretion, DHS may eliminate from the rating process any bidders that fail to pass this review. If the bidder has provided contractual services to DHS previously, DHS may consider reviewing monitoring and/or outcome information related to prior contracts.

### Contact and Submission Information

The DHS contact person for this RFQ is:

Name: Aurelia E. Smith

Address: 3040 W. Grand Blvd., Ste. 5-450

City: Detroit, State: MI Zip Code: 48202-6040

Telephone: 456-1331 Email Address: smitha4@michigan.gov

The bidder must submit all inquiries via email or surface mail by Friday, January 20, 2006. Proposals must be submitted in person or via surface mail. Neither fax nor email transmission of proposals will be considered for award. If DHS believes that clarification of its initial material is necessary, written information will be sent to all potential bidders who were sent this package.

Each bidder must submit one (1) original and five (5) copies of its proposal and in a separately sealed envelope, two (2) copies of the Budget and Quote Sheet documents. Proposals submitted in response to this RFQ must be received at the following address no later than 2:00 P. M. on Thursday, February 1, 2006. Proposals received after the designated date will not be rated.

Proposal and budget/quote sheet packages may be submitted in person or by mail.

#### **SUBMIT BY MAIL TO:**

Name: Edna J. Nunn

Address: 3040 W. Grand Blvd., Ste. 5-450

City: Detroit, State: MI Zip Code: 48202-6040

#### **SUBMIT IN PERSON TO:**

Wayne County Department of Human Services Visitor's Area

Located on the fourth (4<sup>th</sup>) Floor

3040 W, Grand Blvd., Suite 4-100

Detroit, MI 48202-6040

All respondents will be notified as quickly as possible of the selection decisions.

Sincerely,

Jerome Rutland, Director

Wayne County Department of Human Services

The Department of Human Services (DHS) will not discriminate against any individual or group because of race, sex, religion, age, national origin, color, height, weight, marital status, political beliefs or disability. If you need help with reading, writing, hearing, etc., under the Americans with Disabilities Act, you are invited to make your needs known to a DHS office in your county.

Authority: P.A. 2080 of 1939.  
Completion: Mandatory.  
Penalty: Contract Invalid

## **BIDDER OVERVIEW**

This Request for Quote (RFQ) package contains the following elements:

1. Cover Letter
2. Rating Criteria
3. Request for Quote Policy
4. Description of Services for Bid
5. Bidder Response to DHS
  - a. Instructions to Bidders: - Brief instructions for completion of materials to be returned to DHS for bid submission.
  - b. Bidder Response Section - The information to be included by the bidder for submission of a bid to DHS.
  - b. Cost Quotation - These figures are to indicate volume of service you are willing and able to provide, as well as the price bid.
  - c. Budget Completion Instructions - General completion instructions for the Budget Statement Detail Forms. [http://www.michigan.gov/dhs/0,1607,7-124-5455\\_7199--,00.html](http://www.michigan.gov/dhs/0,1607,7-124-5455_7199--,00.html)

## REQUEST FOR QUOTE - RATING CRITERIA

Request for Quote (RFQ) proposals will be rated by a Rating Committee according to the following criteria:

### **I. Bidder's Experience/Qualifications**

(Maximum 25 points)

#### **A. Agency**

1. Has bidder ever performed similar services for DHS or another purchaser?  
How recently were services provided and for what duration?
2. Does the bidder demonstrate successful collaborative working relationships with other relevant community systems?
3. To what degree is experience with other similar services relevant to the service(s) being bid?

#### **B. Staff**

1. Do the position descriptions for direct services staff persons require experience in this or related services?

Considerations:

- . Length of experience
- . Similarity of experience to services to be required

2. Does the supervisory staff, who will provide supervision and oversight of direct-care staff, have previous work experience in this or related services?

Considerations:

- . Length of experience
- . Similarity of experience to services to be required.
- . Is supervisory staff required to have an appropriate level of direct care experience?

3. Does the administrative staff who will provide administrative oversight have experience in this or a related service?

Considerations:

- . Length of experience

- Similarity of experience to services to be required
  - Does the bidder have management and administrative support personnel adequate to produce a satisfactory level of performance?
  - Will the service provided correspond to DHS needs?
  - Does current administrative staff have previous work experience in directly providing these similar services?
  - Does current administrative staff have appropriate previous work experience in human service administration?
- 4. Do the staff for whom resumes are provided demonstrate the appropriate level of capability for providing identified services?
- 5. Is supervisory and administrative support adequate with respect to Appropriate:
  - Consultation
  - Back-up
  - Span of control

**C. Education**

1. Are educational requirements appropriate for each of the following types of staff?
  - a. Direct Service
  - b. Supervisory
  - c. Administrative
2. Does the bidder provide an acceptable level of training for new staff?
3. Does the bidder have an acceptable level of on-going training to staff?

**D. Staff Screening**

Is the bidder's procedure for screening staff for prior criminal activity acceptable?

**E. Performance**

1. If monitoring evaluation reports of similar services were provided to DHS previously:

- a. Were the terms of the agreement fulfilled satisfactorily?
  - b. Was DHS satisfied with the quality of services provided?
  - c. If not, did the bidder submit and implement appropriately corrective action plan?
2. If these or similar services were provided to other purchasers:
- a. Were the purchasers satisfied with the services provided?
  - b. Were the services monitored by the purchasing agency?
  - c. If yes, were monitoring reports satisfactory? Is there demonstration that appropriate corrective action was taken where problems were identified?

## **II. Work Plan (Program Implementation)**

(Maximum 25 points)

### **A. Service Delivery**

- 1. Are step-by-step procedures described in detail? Do they demonstrate ability to fully implement the program?
- 2. Does the bidder's work plan demonstrate an understanding of the client population? Does proposal adequately describe how bidder will identify the client population and include an acceptable plan for informing eligible clients?
  - a. Does the bidder demonstrate ability to provide services to a diverse client population?
  - b. Is the bidder's plan for accommodating client barriers to accessing services adequate?
  - c. Do facilities and services allow/encourage participation by clients with special needs?
- 3. Client Needs
  - a. Does the proposal adequately describe how the bidder will engage eligible clients and encourage a high level of participation?

- b. Does the proposal describe an acceptable approach to encourage client participation in decision making and identification of needs?
- 4. Does the bidder have an acceptable plan in place to assure that service will begin on the identified date?
- 5. Does the bidder demonstrate the ability to coordinate services with other agencies for clients served by multiple systems?
- 6. Is the bidder's proposed curriculum adequately and appropriately addressing client needs?

**B. Staffing**

- 1. Does the proposed organizational chart describe appropriate lines of supervision and authority to assure efficient delivery of service and contract compliance?
- 2. Does proposal include adequate descriptions of roles for executive/administrative staff, management/supervisory staff, direct-care-staff, and other supportive personnel?
- 3. Does the bidder have an acceptable turnover rate for direct care staff?  
Does the bidder have an acceptable plan in place to address continuation of service when staff turnover occurs?

**III. Fiscal Resource Allocation**

(Maximum 20 points)

**A. Resource Grid**

- 1. Are the resources (budgeted details such as salaries, occupancy, communication, supplies & equipment, transportation, contracted services, and miscellaneous) reasonable to accomplish the bidder's work plan, and reasonably adequate to provide a consistent level of service throughout the life of the agreement.
- 2. Are the resources identified in the narrative portion of the proposal consistent with those in the budget?
- 3. Does proposal specifically identify what resources bidder has available and how it will utilize (all) those resources to facilitate 24/07/365 accessibility



(i.e., staffing allocation; communication; transportation, community contacts, etc.)?

4. Is the quantity of resources appropriate and reasonable for the level of proposed services? Do they match?
5. Does the proposal include unallowable costs that will impact the ability of the bidder to implement the work plan?
6. Does proposal demonstrate that the bidder's resources can provide a consistent capacity to sustain an adequate level of service throughout life of the agreement (including staffing, communication resources, and the described facility [both location and size])?
7. Are the number of direct-care staffing hours adequate to deliver the level of needed service, as identified in both the fiscal and Narrative portions of the proposal?

#### **IV. Availability/Accessibility**

(Maximum 30 points)

- A. Is the bidder able to provide services at times when most clients can access them? Is the bidder reasonably accessible to the client population during non-traditional service hours?

- B. Transportation

Is the bidder located close to public transportation?

#### **V. Price**

Competitiveness in pricing will be determined using a formula that will divide the lowest bid price (from that region) by the bidder's price, and then multiply that by the bidder's initial score, determined through the above rating criteria.

## REQUEST FOR QUOTE POLICY

### General Information

This Request for Quote (RFQ) provides interested bidders with sufficient information to prepare and submit proposals for consideration by the Department of Human Services.

#### 1. Contract Award

Contract award negotiations will be undertaken with those Contractors whose proposals, as to price and other factors, show them to be qualified, responsible, and capable of performing the work.

The contract entered into will be that contract most advantageous to DHS, price and other factors considered. DHS reserves the right to consider proposals or modifications thereof received at any time before award is made, if such action is in the best interest of DHS.

If a contract is awarded, the selected bidder will be required to comply with the General Provisions, which will be a part of the contract.

#### 2. Rejection of Proposals

DHS reserves the right to reject any and all proposals received as a result of this RFQ, or to negotiate separately with any source whatsoever in any manner necessary to serve the best interest of DHS. This RFQ is made for information or planning purposes only. DHS does not intend to award a contract solely on the basis of any response made to this request or otherwise pay for the information solicited or obtained.

#### 3. Incurring Costs

The State of Michigan is not liable for any cost incurred by the Contractors prior to issuance of a contract.

#### 4. Inquiries

Questions that arise as a result of this RFQ must be submitted in writing to the Issuing Office. All questions must be submitted on or before the date specified on the cover letter.

#### 5. Amendment to the RFQ

In the event it becomes necessary to revise any part of this RFQ, addenda will be provided to all bidders who received the original RFQ.

6. Response Date

To be considered, proposal must arrive at the Issuing Office on or before the date specified in the cover letter. Bidders mailing proposals should allow normal delivery time to ensure timely receipt of their proposals.

7. Proposals

To be considered, bidders must submit a complete response to this RFQ, using the format provided in the "Bidder Response to DHS". No other distribution of proposals will be made by the bidder. Proposals must be signed by an official authorized to bind the bidder to its provisions. The proposal must remain valid for at least 90 days.

8. Acceptance of Proposal Content

The contents of the proposal of the successful bidder may become contractual obligations if a contract ensues. Failure of the successful bidder to accept these obligations may result in cancellation of the award.

9. Economy of Preparation

Proposals should be prepared simply and economically, providing a straightforward, concise description of the bidder's ability to meet the requirements of the RFQ.

10. Prime Contractor Responsibilities

The selected Contractor will be required to assume responsibility for all services offered in the proposal whether or not they possess them within their organization. Further, the State will consider the selected Contractor to be the sole point of contact with regard to contractual matters, including payment of any and all charges resulting from the contract.

11. News Releases

News releases pertaining to this RFQ on the service, study, or project to which it relates will not be made without prior State approval, and then only in coordination with the Issuing Office.

12. Disclosure of Proposal Contents

Proposals are subject to disclosure under the Michigan Freedom of Information Act (P.A. 1976, No. 442).

After contract award, a summary of total price information for all submissions will be furnished upon request to those Contractors participating in this RFQ.

13. Independent Price Determination

- a. By submission of a proposal, the offeror certifies:
  - 1) The prices of the proposal have been arrived at independently without consultation, communication, or agreement, for the purpose of restricting competition, as to any matter relating to such prices with any other offeror or with any competitor;
  - 2) Unless otherwise required by law, the prices, which have been quoted in the proposal, have not been knowingly disclosed by the offeror and will not be knowingly disclosed by the offeror or to any competitor;
  - 3) No attempt has been made or will be made by the offeror to induce any other person or firm to submit or not to submit a proposal for the purpose of restricting competition;
  - 4) The price quoted is not higher than that given to the general public for the same service.
- b. Each person signing the proposal certifies that:
  - 1) She/he is the person in the offeror's organization responsible within that organization for the decision as to prices being offered in the proposal, and that she/he has not participated, and will not participate in any action contrary to a. 1, 2, 3, and 4 above; or
  - 2) She/he is not the person in the offeror's organization responsible within that organization for the decision as to the prices being offered in the proposal, but that she/he has been authorized in writing to act as agent for the persons responsible for such decision in certifying that such persons have not participated, and will not participate, in any action contrary to a. 1, 2, 3, and 4 above, and as their agent does hereby so certify; and that she/he has not participated, and will not participate in any action contrary to a. 1, 2, 3, and 4 above.
- c. A proposal will not be considered for award if any statement made in the proposal has the sense of deleting or modifying paragraph 13. a 1). a.3) or 13.b., above. If paragraph 13.a. 2) has been modified or deleted, the proposal will not be considered for award unless the offer furnished with the proposal a signed statement which sets forth in detail the circumstance of the disclosure and the Issuing Office determines that such disclosure was not made for the purpose of restricting competition.

## **SERVICE DESCRIPTIONS**

**The services to be provided and activities of the Contractor.**

A. Geographic Area: Wayne County

B. Location of Facilities

The Contractor shall provide services described herein at:

- 1) Location(s) identified by Contractor, which are accessible to the client group not involved with the Family Resource Centers.
- 2) Specified Family Resource Center school locations.

C. Client Eligibility Criteria/Determination

1. Eligible Clients :

a. CP/CP:

Children and families investigated by DHS Children Protective Services within the previous eighteen (18) months where:

- There is a preponderance of evidence of child abuse or neglect and the structured decision-making (SDM) tool indicates a low or moderate risk of future harm to the child (Category III); or
- There is no preponderance of evidence of child abuse or neglect (Category IV).

b. FSS:

- FIP recipients, or
- The participating FIP recipient's "significant other" (unmarried live-in partner) may participate in the same classes as the FIP recipient even if that person is not in the FIP eligible group, or
- CDC/MA/FS Family members. (A "family" is an eligible group that, includes a pregnant person, a child under age 18, or a child age 18 who is in school full time.) Only if:
  - .. no other resource is available; **and**
  - .. the client is

- Employed at least 20 hours per week on average and requires DSS to maintain that job, **or**
- Employed at least 20 hours per week on average and requires DSS to accept an offer of a specific job which, has more hours or a higher hourly rate than the current job: **or**
- Not currently employed but has a specific job offer of at least 20 hours per week on average, and cannot begin without, provision of DSS.

c. SFSC:

Families with a least one child between zero (0) and eighteen (18) years of age and, residing in Wayne County.

“At-risk and vulnerable” families and children as defined by and served by the Strong Families Safe Children Program

“At-risk and vulnerable” DHS families and children for promotion of family strength, stability and permanency for children through:

- Family preservation
- Family support services
- Time-limited reunification services
- Adoption promotion and support services

d. Families open to Preventive Services Program

2. Determination of Eligibility

The local DHS office worker shall determine eligibility. Each person to be provided service shall be identified by name in a written referral to the contractor. A local DHS office worker may initiate a referral by telephone as long as it is followed up with a written referral within two (2) working days.

D. Services To Be Delivered

Service # 1 of 1      PARENT EDUCATION - GROUP CLASSES

1. Activities the Contractor shall perform:

The Contractor shall:

- a. Accept written referrals for parent education group services from DHS or self-referrals. For self-referrals, Contractor will clear client eligibility through the designated DHS staff person(s). Telephone referrals may be accepted if followed up by a written referral within 5 working days if referral is made by the DHS Specialist.
- b. Provide parent education facilitator(s)/instructor(s) with a minimum of a Bachelor of Science degree in education, child development, social work, or related field.
- c. Arrange for or provide space as needed for Facilitator(s)/Instructor(s) to conduct classroom instruction for up to five (5) groups concurrently:
  - 1) In locations accessible to the client group and/or
  - 2) In the following Family Resource Center school locations, in coordination with designated DHS staff person(s), (Family Resource Coordinator):

Drew Middle School	Kosciuszko School
Jordan School	McFarlane School
Mc Michael School	Meyers School
Webster Elementary	Sherrard School
Winship School	Stewart School
Cortland School	Von Steuben School
- d. Develop and maintain a parent education curriculum. Topics to be presented shall include but not be limited to;
  - 1) Children's basic needs (nutrition, medical, or safety)
  - 2) Normal stages of child growth and development (physical, mental, emotional, and intellectual)
  - 3) Family communication skills including active listening and positive verbal interaction.
  - 4) Appropriate methods of disciplining and behavior management
  - 5) Alternatives to hitting, spanking, or yelling
  - 6) Reinforcing positive behavior
  - 7) Development of nurturing skills to build self-esteem and self-worth in children
  - 8) Setting behavior and time limits and appropriate and enforceable family rules
  - 9) The need for and development of consistent parenting practices
  - 10) Appropriate methods of handling parental stress



- 11) Developing an awareness and use of community resources
  - 12) Techniques to help children express and handle feelings
  - 13) Other topics as agreed upon with DHS
- e. Present the educational content using a variety of techniques based on the needs and capabilities of the group members and the expertise of the group instructor. These may include, but are not limited to:
- 1) Informal discussion
  - 2) Role plays
  - 3) Hands On task and problem solving
  - 4) Outside speakers
  - 5) Other techniques
- f. Schedule classes during the evening hours or at times agreed upon by the DHS office or Family Resource Centers. Each class shall be a minimum of two and one half (2 1/2) hours long and have a minimum of seven (7) parents and a maximum of fifteen (15) parents attending.
- 1) Provide incentives for parents participating in the classes
  - 2) Provide refreshments for parents attending classes
- g. Provide all materials required for the classes including books, notebooks, paper, pencils, etc.
- h. Develop and administer a pre-test and post-test of parenting skills for parents who attend the classes.
- i. Develop and maintain records of all class activities that include, but not limited to:
- 1) Number, dates and times of classes
  - 2) Subject matter of classes
  - 3) Attendance at each class
  - 4) Summary of progress and participation of individual clients
  - 5) Other - Items as requested by DHS
- j. Maintain communication with DHS regarding progress and continuation of parents in the program. Evaluate client progress based on, but not limited to:
- 1) Client's participation in the group classes
  - 2) Client's evaluation based on a client satisfaction survey
  - 3) Consultation with referring DHS workers

- 4) Instructor's/Facilitator's observations
  - 5) Other communication measures
- k. Provide DHS with written, monthly, individual client progress reports that shall include a summary of the client's progress and participation. These reports shall be submitted to both the local office and the Contract Management Unit at the time of billing.

2. Time Frame

The duration of the Parent Education Curriculum shall be eight (8) weeks, with each class session meeting one (1) day per week for two and one-half (2 ½) hours.

3. Volume of Service

Clients - The estimated number of eligible (unduplicated) clients to be served during the period of this Agreement shall be: 450

4. Unit Definition(s): One (1) unit equals one Parent Education class session lasting two and one half hours (2 1/2) hours, with a group of not less than seven (7) or no more than fifteen (15) clients.
5. Number of Units: The estimated number of units of service to be provided per term of agreement shall be: 240

## **BIDDER INFORMATION**

1. To receive reimbursement from the State of Michigan, a Contractor must be registered as a vendor on the Michigan Accounting and Information Network (MAIN)

### **To register on MAIN:**

- Click on [www.cpexpress@michigan.gov](mailto:www.cpexpress@michigan.gov)
  - Follow directions.
2. **Proof of public liability insurance** must be provided to DHS, prior to the time the contract is executed (issued). A copy of the policy or a letter from your insurance company (on letterhead) must be provided. If you currently do not have liability insurance, a letter from an insurance company (on letterhead) indicating that application for this insurance has been made may be submitted with the bid. However, proof of insurance must be provided prior to any contract being signed. If liability insurance cannot be obtained, justification must be submitted.
  3. If portions of the services are being subcontracted, the bidder must identify the services the subcontractor will perform and provide all information requested, as it applies to both the bidder and the subcontractor(s).

A contractor is responsible for the performance of the subcontractor who is held to the same standard of quality and performance as the contractor. Raters of bid proposals will consider the qualifications of both the contractor and subcontractor when making contract award recommendations.

## BIDDER RESPONSE SECTION

1. Bidder Name: \_\_\_\_\_
2. Federal Identification Number (for agency): \_\_\_\_\_  
or  
Social Security Number (if individual): \_\_\_\_\_
3. Bidder Mailing Address: \_\_\_\_\_  
  
Bidder Email Address: \_\_\_\_\_  
  
Bidder Fax Number: \_\_\_\_\_
4. Type of Organization: (Check one). Individuals are private proprietary  
\_\_\_\_\_ private, non-profit      \_\_\_\_\_ private, proprietary      \_\_\_\_\_ public
5. Bidder's representative who is the authorized negotiator for the bidder:  
  
\_\_\_\_\_  
(Name)      \_\_\_\_\_  
(Telephone Number)
6. Statement of Intent

The bidder hereby assures that the Request for Quote has been reviewed by the organization's governing body and that body has authorized submission of a proposal, that the person identified above as "bidder's representative who is the authorized negotiator" has been authorized by the governing body to represent the organization for the purposes of the submission of a proposal and contract negotiation; and that the organization intends to provide services according to the information contained in this Request for Quote, if selected and funded to do so.

Further, the bidder acknowledges that the General Provisions have been read, reviewed and understood.

Signature of Organization  
President or Director

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Date \_\_\_\_\_

Typed Name of Organization  
President or Director

---

Date \_\_\_\_\_

## **BIDDER RESPONSE TO BE SUBMITTED**

### **General Information**

- a. Primary purpose/function of the bidder's organization.
- b. List all locations that will be involved in providing service.
- c. List all contracts with DHS in the past 5 years. Please identify by contract number.

### **I. Bidder Experience/Qualifications**

Provide the following information:

#### **A. Agency**

- 1. For each agency, prepare a narrative description of prior experience, providing the following information:
  - a. Brief description of service provided;
  - b. Purchaser of service;
  - c. Description of client population;
  - d. Dates of service provision;
  - e. Describe the degree of similarity between related services the bidder has provided and the services being bid;
  - f. Name and telephone number of a contact person for each individual or agency for whom service was provided.
- 2. Please describe your agency's collaborative relationship with relevant community systems. Include the following information:

Name of agencies, dates of collaboration, client population. Describe the collaborative relationship and outcomes.

#### **B. Staff**

Provide position descriptions for all positions included in the price quotation. Identify the positions current staff will fill if the contract is awarded to the bidder.

- 1. Identify specific experience current direct service staff have as it pertains to the services to be provided (possession of applicable licenses, completion of applicable training or workshops, etc.) and minimum experience requirement for each position.

2. Identify specific experience current supervisory staff have as it pertains to the services to be provided (possession of applicable licenses, completion of applicable training or workshops, etc.) and minimum supervisory and direct care experience requirement for each position.
3. Identify specific experience current administrative staff have as it pertains to the services to be provided (possession of applicable licenses, completion of applicable training or workshops, etc.) and minimum experience requirement for each position.
4. Include resumes for all current staff who will provide services if the contract is awarded to the bidder.

**C. Education**

1. Identify minimum education requirements for direct service, supervisory, and administrative staff.
2. Identify and describe minimum requirements for initial staff training.
3. Identify and describe current requirements and/or plans for on-going staff training.

**D. Staff Screening**

Identify the procedures used to screen staff for prior criminal activity.

**E. Performance**

1. Include copies of monitoring evaluation reports from DHS for which services relevant to this RFQ have been provided. If findings are identified on a monitoring report include the corrective action plan (not letters of reference).
2. Include copies of monitoring evaluation reports from any agencies for which services relevant to this RFQ have been provided. If findings are identified on a monitoring report include the corrective action plan (not letters of reference).

**II. Work Plan (Program Implementation)**

**A. Service Delivery**

In narrative form, please describe how the bidder would implement the program described by DHS. Include the following information and identify each section by number and heading indicated below.

1. Prepare a description of the way in which service would be provided to a client.
  - a. List each step, process, or activity a typical client would encounter in successfully completing the service (similar to a program flow chart).
  - b. Describe the client assessment process with regard to program eligibility and intent. Identify steps and time frames.
  - c. For each position, list the number of hours and the number of weeks to be committed to the services being bid and the anticipated duration of service required to complete the service: hours per day, days per week, and total hours/week.
2. Describe the needs and strengths of the client population.
  - a. How will delivery of service address those issues?
  - b. How will the service plan address client barriers?
  - c. How do facilities/services encourage participation by clients with special needs?
3. For each process or activity, indicate how completing that process or activity would engage and assist the client in accomplishing goals.
4. Once the contract is awarded, indicate how long it will be before you or your agency will be able to provide service (be specific, i.e., 30 days, 45 days, etc.) Confirm ability to provide service on the identified date.
5. Describe your plan to coordinate services with other community agencies involved in the client's plan of treatment. Identify the agencies, services, level of coordination and client involvement, and history with the agencies.
6. Provide a copy of the curriculum that will be used. If not applicable to your service, enter N/A.

If the curriculum is specified in the RFQ and must be followed as outlined, indicate "Will follow required curriculum." Identify all audio-visual and/or training aids that will be used.

## **B. Staffing**

To access the Staffing Allocation & Qualifications form CM0011 click below:  
[http://www.michigan.gov/documents/DHS-CM-011\\_34691\\_7.doc](http://www.michigan.gov/documents/DHS-CM-011_34691_7.doc)

1. Provide an organization chart that shows the structure that will be used to provide services if the contract is awarded. This should show who in your organization will be responsible for reporting to the DHS Contract Administrator (CA). Please make sure position titles on the organizational chart match title designations referenced elsewhere in the proposal.
2. Provide information about the roles and responsibilities of identified positions in the provision of service.
3. Describe your current rate of turnover, (overall and direct service) including expectations for current staff continuance, planned staff reductions or growth, and comment regarding anticipated future turnover. Describe mechanisms in place to encourage staff retention.

### **III. Fiscal Resource Allocation**

- A. Use the Resource Grid (CM0043) to provide a narrative description of all resources the bidder requires to meet the requirements of the contract. Please be as brief as possible, while including all pertinent information.

To access the Resource Grid, CM0043 click below:

[http://www.michigan.gov/documents/DHS-CM-043\\_34690\\_7.doc](http://www.michigan.gov/documents/DHS-CM-043_34690_7.doc)

**NOTE: Do not include figures that would indicate the dollar amount of bid or until cost in this section. Dollar amounts should be stated in the sealed price/budget portion of your response.**

Itemize (without indicating actual dollar amounts) the types of employees benefits offered, the square footage of each facility, supplies, travel mileage and other resources included in your budget. Be as specific as possible and quantify all resources whenever possible.

This information will be used to determine whether or not the resources included in the price quotation are adequate to provide the services DHS wishes to purchase as stated in the RFQ. The budget narrative will be compared to the price and budget documentation for each bid submitted by an individual specifically assigned to conduct a fiscal review.

If resources will be provided through another source, explain.



#### **IV. Availability/Access**

##### **A Outreach**

Specify normal hours of business and indicate ability and willingness to provide additional hours at other times or days if necessary.

##### **C. Transportation**

Describe access to public transportation.

#### **V. Price**

Complete the following Price Quotation sheet and a Budget Statement (CM-468) and Budget Detail Sheets (CM-468A) in accordance with instructions. The bidder should complete the Budget forms only for the first 12 months if the bid is for a multi-year period.

The bidder should submit in an envelope separate from the rest of the proposal.

**MULTI-YEAR CONTRACTS:**  
**DOCUMENTATION OF REASONABLENESS OF COST**

In documenting the cost to establish a multi-year contract proposal the bidder should complete the Budget Statement (CM-468) and the Budget Statement Detail forms (CM-468A's) for a 12 month period. Budgets for a 12 month period of operation will provide a common basis to evaluate multi-year bids.

The bidder may adjust the first year budget to establish a multi-year bid. However, the methodology should be described. In other words, the proposed price will be based on initial year costs, (reflected in the budget), adjusted for anticipated increases in the subsequent year(s) of the bid period. The basis for the amount and the reasonableness of the adjustment must be established by additional rationale and explanation. The price established and approved by DHS will be in effect for the entire period of the multi-year contract and cannot be changed during that time.

## PRICE QUOTATION

The Price per unit of Service will be taken from the budget information provided

Use this form to state the price offered to DHS for the service to be provided. The price quoted is to be per unit of service as defined in the service description in the RFQ. Please identify the service being bid, using the title as shown in the RFQ. State any maximum numbers that apply to how much service can be provided (number of clients, number of units, or both). If the price offered is contingent upon some minimum amount of service being purchased, indicate these conditions. Complete one sheet for each service specified in the RFQ.

Service Title: Parent Education - Group Classes

Unit Title: \_\_\_\_\_

a. Price per unit bid: \$ \_\_\_\_\_/unit

**NOTE:** For actual cost, divide the total price by the number of units specified in the RFQ.

b. Anticipated number of clients to be served: \_\_\_\_\_

c. Anticipated number of units provided: \_\_\_\_\_

If there is a second unit defined in this service:

Unit Title: \_\_\_\_\_

a. Price per unit bid: \$ \_\_\_\_\_/unit

b. Anticipated number of clients to be served: \_\_\_\_\_

1. Maximum number of clients to be served: \_\_\_\_\_

2. Minimum number of clients to be served: \_\_\_\_\_

(If applicable)

c. Anticipated number of units to be provided: \_\_\_\_\_

1. Maximum number of units to be provided: \_\_\_\_\_

2. Minimum number of units to be provided: \_\_\_\_\_

(If applicable)

Bidder Response: Staffing Allocation & Qualifications, CM0011

[http://www.michigan.gov/documents/DHS-CM-011\\_34691\\_7.doc](http://www.michigan.gov/documents/DHS-CM-011_34691_7.doc)

#### BUDGET FORMS AND INSTRUCTIONS

[http://www.michigan.gov/documents/CM-468ex\\_15681\\_7.xlt](http://www.michigan.gov/documents/CM-468ex_15681_7.xlt)